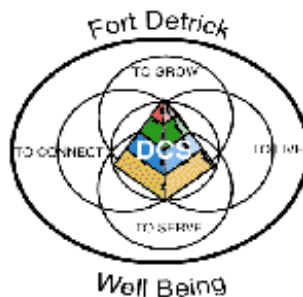


30 April – 3 May 2002

Strength \* Unity \* Well-Being



Report Out Session

Fort Detrick, Maryland



# **Army Family Action Plan Conference**

- **Workgroup # 1 : Youth Group**
- **Spokesperson: Amani Bradley**

# **Fort Detrick 2002 AFAP Conference Issue #1**

**ISSUE:** Computer Lab for Teens

**SCOPE:**

Teens should have a computer lab comparable to the lab in the Youth Services building. As it stands now, the teens have to share the computers with school age children and other teens. The computers teens do have access to in the teen center often do not work effectively because they do not have Internet access or up-to-date software.

**RECOMMENDATION:**

1. Purchase computer equipment for teens to have a separate computer lab.
2. Purchase up-to-date software.

# **Fort Detrick 2002 AFAP Conference Issue #2**

**ISSUE:** Youth Services Funding

**SCOPE:**

Youth services are unable to supply teens with off-post activities, such as going to museums and visiting other bases, due to lack of funding.

Previously, teens were able to take part in numerous off-post activities. Without the off-post activities teens get bored and sometimes they become self-destructive.

**RECOMMENDATION:**

1. Increase funds to support more off-post trips and activities.
2. Have fundraisers to support off-post trips.

# **Fort Detrick 2002 AFAP Conference Issue #3**

**ISSUE:** Bowling Center

**SCOPE:**

The Ft. Detrick Bowling center is too small to accommodate the needs of all its patrons. The center has only four (4) lanes and if more than twenty (20) people wanted to go, like a youth center field trip, there would not be enough room and there would be a waiting period of more than an hour. It is unsafe for youth to be there and uncomfortable due to adults smoking and the availability of alcohol.

**RECOMMENDATION:**

1. Make the center bigger to accommodate the needs of both the youth and adults.
2. Have a separate room for drinking alcohol and make a smoking policy for smokers to smoke outside.
3. Have special events for the youth such as family night and midnight bowling.

# **Fort Detrick 2002 AFAP Conference Issue #4**

**ISSUE: Junior Reserve Officer Training Corps  
(JROTC) Program**

## **SCOPE:**

JROTC would give teens and young adults something to do outside of school and youth services. It is a way to teach teens and young adults to respect themselves through military training and discipline. The program takes students into different classes that they wouldn't normally study in school. When their training is over they learn to think on their own and express their ideas and opinions clearly.

## **RECOMMENDATION:**

1. Implement a JROTC Program on post for pre-teens and teens.
2. Ensure that there are enough instructors to support the JROTC Program.

# **Fort Detrick 2002 AFAP Conference Issue #5**

**ISSUE:** Music Instructor

**SCOPE:**

Unable to utilize existing music room in the teen center to its full potential, because there is no music instructor. There is a lot of equipment that cannot be used without supervision because of expense if the equipment is broken. If there was a full time music instructor the teens would have unlimited access to the room.

**RECOMMENDATION:**

1. Hire an instructor that is capable of supervising and teaching.
2. Recruit volunteers experienced in music to assist with the supervising and teaching.

# **Workgroup # 1**

## **Five Most Valuable Services**

- 1 Medical and Dental
- 2 Army Family Action Plan (AFAP)
- 3 Youth Services
- 4 Family Advocacy
- 5 Army Community Service (ACS).



# **Army Family Action Plan Conference**

- **Workgroup #2 : *Medical, Dental, TRICARE, and Mental Health***
- **Spokesperson: Debbie Potter**

# **Fort Detrick 2002 AFAP Conference Issue #1**

**ISSUE:** Sick Call Appointments

## **SCOPE:**

There are not enough appointments available to handle current active duty sick call. Service members must wait more than 24 hours to be seen for acute care medical problems. The potential for mission downtime increases when service members are not medically fit. More appointments will increase morale and mission readiness.

## **RECOMMENDATIONS:**

1. Dedicate more time for sick call appointments.
2. Increase staff to handle sick call appointments.
3. Increase appointment availability by staggering provider hours.

# **Fort Detrick 2002 AFAP Conference Issue #2**

**ISSUE: Health Care Appointments**

## **SCOPE:**

The available appointments are inadequate to meet patient needs. Patients are not receiving proper medical attention due to lack of resources such as doctors, appointment slots, and duration of appointments. Perceived lack of accessible health care services causes morale and readiness problems for active duty military and their families. More appointments will improve and impact positively on the health and well being of the Total Army Family.

## **RECOMMENDATIONS:**

1. Increase TRICARE network providers.
2. Increase staff at the military treatment facility and augment with other active duty health care providers assigned to Ft Detrick.
3. Educate TRICARE staff and military beneficiaries on the proper use of the appointment system.

# **Fort Detrick 2002 AFAP Conference Issue #3**

**ISSUE:** Active Duty Mental Health Counseling

**SCOPE:**

There is no mental health professional on Fort Detrick for active duty military. To obtain counseling, service members travel at least an hour one way. Typically, service members are in counseling once a week for several months. Commanders are concerned, as this takes the service member away from the mission. On-post counseling will reduce mission downtime and improve quality of life.

**RECOMMENDATION:**

1. Hire a mental health professional for on-post counseling.
2. Utilize video teleconferencing (VTC) for mental health counseling.

## **Workgroup #2**

### **Five Most Valuable Services**

- 1 Medical / Dental
- 2 Housing
- 3 Child / Youth Services
- 4 ACS
- 5 AER

# **Army Family Action Plan Conference**

- **Workgroup #3 : *BOSS, Provost Marshall, Legal Office, Force Support, Safety, and Entitlements***
- **Spokesperson: Michelle Dickens**

# **Fort Detrick 2002 AFAP Conference Issue #4**

**ISSUE:** Medical Facility Expansion

**SCOPE:**

The current health care facility does not accommodate the medical needs of the Fort Detrick community. The inadequate facility inhibits the ability to provide quality service. The current facility leads to significant out-of-pocket expenses (i.e., travel expenses and time) for the “total military family.” The demands on the facility were not foreseen; lack of care is perceived as an erosion of benefits. Health care and retention will improve with an expanded facility.

**RECOMMENDATION:**

1. Expand the existing facility.
2. Extend current hours for appointments to accommodate the Fort Detrick community.
3. Establish troop medical clinic at Site Raven Rock.

# **Fort Detrick 2002 AFAP Conference Issue #1**

**ISSUE:** Law Enforcement Specialty Pay

**SCOPE:**

Law enforcement officers within the same locality do not receive the same specialty pay. For example, Fort Detrick Officers within the Military District of Washington receive substantially less specialty pay than other officers within the same district. The result is a high turn over and a shortage of personnel, which leaves Fort Detrick without adequate security.

**RECOMMENDATION:**

1. Adjust specialty pay to be equal within each locality.



# **Fort Detrick 2002 AFAP Conference Issue #2**

**ISSUE:** Safety and Security

## **SCOPE:**

Areas on post have no outdoor lighting. For example, the area between the barracks and the Odom Fitness Center. Unlit areas create high risk and low visibility situations. It promotes increased crime and potential injuries to the Fort Detrick family.

## **RECOMMENDATION:**

1. Conduct an annual study of areas throughout the post by the Installation Safety Office, Provost Marshall, and Post Master Planner.
2. Install censored lighting immediately.

# **Fort Detrick 2002 AFAP Conference Issue #3**

## **ISSUE: Reserved Parking Spaces**

### **SCOPE:**

There is an excessive number of unauthorized marked reserved parking spaces on post. Fort Detrick Regulation 190-5, appendix A, designates reserved parking spaces for specific individuals. The regulation's guidance, section 6, for justification of additional reserved parking spaces is unclear. Waivers for additional reserved parking spaces are too easily obtained. Parking is already at a premium. Reserved parking further limits the number of available spaces.

### **RECOMMENDATION:**

1. Review reserved parking spaces and enforce FDR 190-5, appendix A annually.
2. Remove unauthorized marked reserved parking spaces immediately.
3. Publish strict guidance for justifications of additional reserved parking spaces.

# **Fort Detrick 2002 AFAP Conference Issue #4**

**ISSUE:** Rental to Post Housing Moving Expenses

**SCOPE:**

Service members incur additional expenses when breaking their lease to move from off post to on post housing. BAH terminates when service members sign for quarters. This creates a financial burden due to losing already paid rent and deposits as well as penalties incurred by breaking the lease.

**RECOMMENDATION:**

1. Change entitlements to establish a real estate fee for military comparable to DOD civilian benefits.

# **Fort Detrick 2002 AFAP Conference Issue #5**

**ISSUE:** Household Goods

**SCOPE:**

Transportation has no time limit for notifying service members of overweight household goods. Notification has been known to take in excess of two years. Service members who do not receive timely notification are financially burdened by unexpected lump sum payments.

**RECOMMENDATION:**

1. Establish time limit for transportation to notify service members of excess weight.
2. Institute an automated phone system and web site for easy access to transportation information.

# **Fort Detrick 2002 AFAP Conference Issue #6**

**ISSUE: Army Black Berets**

## **SCOPE:**

The berets are impractical for everyday use. They provide no sun or winter protection because they lack a brim and ear flaps. Replacements are not readily available. There is a high cost for dry cleaning and maintaining a wool beret. The black wool berets are hot, not easily shaped, difficult to wear, and uncomfortable.

## **RECOMMENDATION:**

1. Reinstate the soft cap for normal duty.
2. Change Army Regulation 670-1 to mandate berets be worn only during ceremonies, special occasions, and with Class A, B, and utility white uniforms.

## **Workgroup #3**

### **Five Most Valuable Services**

- 1 Army Community Service
- 2 Commissary / PX
- 3 Medical / Dental
- 4 Child Care Services
- 5 Housing

# **Army Family Action Plan Conference**

- **Workgroup #4 : *Education, Housing, Equal Opportunity, Civilian Personnel, and Installation Service***
- **Spokesperson: Anthony Denwalt**

# **Fort Detrick 2002 AFAP Conference Issue #1**

**ISSUE:** Tuition Rates for Military and Family Members

**SCOPE:**

Education boundaries are causing military and family members to pay out of state or county tuition rates based on residency. These rates cause financial hardship for military and family members, often preventing continuing of education. Waiving or reducing these rates will allow more military and family members to continue their education, improving morale and quality of life.

**RECOMMENDATION:**

1. Waive out of state or county tuition rates for military and family members.
2. Give lowest rates to military and family members.
3. Require department of defense to pay 100% of tuition rates for military members.



# **Fort Detrick 2002 AFAP Conference Issue #2**

**ISSUE:** Heating and Cooling Systems in Army Barracks

**SCOPE:**

Occupants cannot control the temperature in barracks rooms according to the climate outside. Soldiers are uncomfortable with their room temperature which creates an unbearable living environment. According to Army Regulation 11-27, Energy Regulation, heating and cooling systems are turned on at specific times regardless of regional/seasonal conditions. Designing barracks rooms which have their own thermostat, will create a more comfortable living environment and will increase soldiers' morale, units' readiness, and retention.

**RECOMMENDATIONS:**

1. Direct the Army Corps of Engineers to redesign barracks rooms to include the Variable Air Volume System (VAV).
2. Place an individual thermostat in each room to allow soldiers to control the system mode (heat/cool/fan) at any time.
3. Fund research, development, and implementation for new and existing barracks for VAV or a better system.

# **Fort Detrick 2002 AFAP Conference Issue #3**

**ISSUE:** Timeliness of Service Orders

**SCOPE:**

All service orders are not in compliance with required Fort Detrick Standards (i.e., priority 1-1 day, priority 2-7 days, priority 3-30 days). This could create additional problems when service orders are not addressed in a timely manner. Notifying the customer regarding the status and/or completion of the service request will improve customer service and satisfaction.

**RECOMMENDATION:**

1. Implement a system that will provide feedback to customers and tracks when service orders are completed.
2. Hire more personnel to shorten response time.
3. Provide funding for overtime to enhance response time.

# **Fort Detrick 2002 AFAP Conference Issue #4**

**ISSUE:** Lighting in Housing Parking Area

**SCOPE:**

Lighting in parking areas is too dim. This is a safety issue because it is difficult to see pedestrians and the surrounding areas. Installing brighter lights or different fixtures will minimize accidents.

**RECOMMENDATION:**

1. Conduct lighting surveys of housing parking areas.
2. Install brighter lights in housing parking areas.

# **Fort Detrick 2002 AFAP Conference Issue #5**

**ISSUE: Noise Levels in Barracks Rooms**

## **SCOPE:**

Soldiers working different shifts are not able to rest because of lack of consideration and noise levels.

When one soldier is sleeping another is using a phone, listening to music, entertaining guests, and conducting other personal business, which disrupts sleep patterns of concerned soldier(s). Respecting others while conducting activities of daily living will decrease noise levels and interruptions.

## **RECOMMENDATIONS:**

1. Direct soldiers to read and comply with Barracks SOP.
2. Assign soldiers of the same unit together when new barracks are completed.
3. Write and implement a policy that requires unit leadership to place soldiers of the same shift in the same suite.

# **Fort Detrick 2002 AFAP Conference Issue #6**

**ISSUE:** Common Area Cleanliness in Barracks

**SCOPE:**

The cleanliness of common areas is lacking. This reduces the order of discipline, health, and welfare of all soldiers living in the barracks. If the NCO support channel becomes more involved, the upkeep of common areas will improve.

**RECOMMENDATION:**

1. Enforce Fort Detrick Regulation 210-50, paragraph 2-7, which outlines building manager responsibilities.
2. Establish a follow up policy on unit's area of responsibility by the garrison command sergeant major.

# **Workgroup #4**

## **Five Most Valuable Services**

- 1 Medical / Dental Care
- 2 Commissary
- 3 Child Care
- 4 ACAP
- 5 Housing

# **Army Family Action Plan Conference**

- **Workgroup #5 : *MWR, Child and Youth, Army Community Service, AAFES, and Commissary***
- **Spokesperson: Robert Smith**

# **Fort Detrick 2002 AFAP Conference Issue #1**

**ISSUE:** Family Subsistence Supplemental Allowance  
Inaccessible

**SCOPE:**

The income threshold to qualify for FSSA is set too low. According to DFAS, of 6000 applicants Army- wide, no one has qualified for the program. FSSA is aimed to remove military members from the USDA Food Stamp Program. Soldiers still have financial needs and cannot qualify for FSSA.

**RECOMMENDATION:**

1. Amend the law governing USDA Guidelines to accommodate military personnel.
2. Revise DFAS regulation to lower the requirement baseline for this program.
3. Establish a military specific income level guidance chart.



# **Fort Detrick 2002 AFAP Conference Issue #2**

**ISSUE:** Military Childcare for Shift Workers

**SCOPE:**

Military shift workers at Fort Detrick and Site R have no available childcare to accommodate their duty hours. The lack of these services has a direct negative impact on mission readiness. Shift work is a large part of the mission at Site R and Fort Detrick.

**RECOMMENDATION:**

1. Provide childcare for shift workers to accommodate all shifts.
2. Apprise MDW of the concerns and request their involvement.

# **Fort Detrick 2002 AFAP Conference Issue #3**

**ISSUE:** Childcare Spaces

(Combined issues 5-1, 5-3, 5-10, 5-12)

**SCOPE:**

The limited number of available childcare spaces often causes extended waiting periods for childcare. Military families often have to resort to non-military facilities off post, resulting in high out of pocket expenses. This causes financial hardship on the military family.

**RECOMMENDATION:**

1. Expand facilities
2. Increase staff
3. Subsidize non-military care when spaces are not available.

# **Fort Detrick 2002 AFAP Conference Issue #4**

**ISSUE: AFAP/AFTB Funding**

## **SCOPE:**

Funding for AFAP/AFTB to smaller installations is delayed because the installation is not a Power Projection or Power Support Platform. The funding received at smaller posts will be less than that received at larger posts. Smaller installations should not have to wait 3-5 years to receive funding.

## **RECOMMENDATION:**

1. Implement initial funding for AFAP/AFTB programs across the Army as soon as it is approved.

# **Fort Detrick 2002 AFAP Conference Issue #5**

**ISSUE:** Lost/Forgotten CYS ID card fees

**SCOPE:**

Soldiers are forced to give CYS ID cards to dependents (ex: 1<sup>st</sup> graders and kindergarteners) to swipe in and out when they return from school. The children aren't responsible enough to keep up with it and are charged \$10.00 if it's lost and \$1.00 every time the child forgets their card.

**RECOMMENDATION:**

1. Have a small box available, where the cards can be left at the CYS facility as an option, to prevent lost/forgotten card fees.

# **Fort Detrick 2002 AFAP Conference Issue #6**

**ISSUE: CYS Hours**

## **SCOPE:**

The CYS hours do not accommodate the military schedule. The duty day for some units starts and ends at the same time the CYS opens and closes, allowing for no travel time from CYS to the unit. This causes hardships with soldiers relating to punctuality, often resulting in disciplinary action.

## **RECOMMENDATION:**

1. Open the CYS at 0530 and close at 1830.
2. Implement command policy for the unit duty hours to accommodate available CYS services.

# **Workgroup #5**

## **Five Most Valuable Services**

- 1 CYS
- 2 Health Care
- 3 AAFES
- 4 MWR
- 5 Housing

## **Five Most Valuable Services**

- 1 Medical / Dental (31)
- 2 Housing (22)
- 3 ACS (22)
- 4 Child & Youth Services (18)
- 5 AER (16) & Commissary (16)

## **Five Top Issues**

- 1 Black Berets (19)
- 2 Sick Call Appointments (17)
- 3 Family Subsistence Allowance (12)
- 4 Health Care Appointments (11)
- 5 Reserved Parking Spaces (11)